APPENDIX H - CLEAR ALERT MONITOR PROCEDURE

H-1 Problem

If many messages have accumulated in the Alert Monitor (far too many to acknowledge one-by-one), use the following procedure to destruct and then construct the alert monitor:

H-2 Workaround

NOTE: DBBuild cannot be run by root user. If root user tries to run DBBuild, an error message will be returned and it will not run.

1. Log in as **admin** from the *CRS Login Screen*.

2. Select **UNIX Shell** from the pull down *Maintenance* menu.

3. Type `su -` press **Enter**, and enter `password`. (This makes the user root.)

4. Type `ps -ef | grep ci_alert` then press **Enter**.

5. Obtain the pid (first number from the left from what is displayed).

6. Type `kill -09 <pid>` then press **Enter**. The Alert Monitor display disappears.

7. Type `exit` to exit from # prompt back to admin prompt.

8. Type `cd /crs/bin` then press **Enter**.

9. Type `/DBBuild` then press **Enter**. No prompt displays.

10. Type `destruct ErrorTable` then press **Enter**.

11. Type `construct ErrorTable` then press **Enter**.

12. Type `exit` to exit from DBBuild session back to admin prompt.

NOTE: ci_alert must be restarted before new messages can be written into the Error Table and appear in the Alert Monitor. The best way to do this is to restart the crs application on the Master MP. This will only take about a minute to complete and messages will continue to be broadcast from the FEPs.

13. On the UNX shell, type **stop_crs** and wait until crs stops on the Master MP (all Status Window arrows are red and down).

14. On the UNIX shell, type **start_crs** and wait until crs on the Master MP returns to an up status (all Status Window arrows are green and up).

16. Type **exit** to exit UNIX Shell.

17. Select **System** menu.

18. Select **Alert Monitor**.